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OFFICIAL RELEASE

County Tax Office Notification to Property Owners

For several months, the Galveston Central Appraisal District (GCAD) and County Tax Office (GCTO) have been working together to insure a smooth transition for property owners resulting from a GCAD software conversion. With the conversion nearing completion on the GCAD side, property owners will soon see changes on the GCTO side including a short period of website and payment interruptions due to account number changes.

April 13th, the management team in all GCTO branch offices began hand receipting property tax related payments including real and personal property accounts, special inventory and TABC permitting. Funds hand receipted are being deposited for security purposes, will be applied to accounts upon completion of the conversion and receipts mailed. Extra precautions have been taken to insure errors are not made during this process. The GCTO Accounting team is working closely with County Auditor staff to insure proper balancing and handling of all funds. The expected date for processing and normal operations to resume is April 25th. Online payment processing will be locked down April 19 – 24 and an alert posted on the website.

Property owners will notice account number changes immediately if receiving an appraisal notice. The GCTO website will allow for three different account number search options including by account number (e.g. R12345), prop ID (e.g. 12345) and account search (long geo number previously utilized). All other account search options remain the same including by owner name and property address.

Ownership and value changes will not occur and refunds not processed until completion of the conversion.

Those having questions or concerns should call the Property Tax Department directly at 409-766-2481 or toll free at 1-877-766-2284 or email galcotax@co.galveston.tx.us.

Cheryl E. Johnson, Galveston County Tax Assessor Collector
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